

Community Plan Benchmarking Study Revised

City of Charles Sturt

16 April 2025

Intuito
MARKET RESEARCH

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1. Introduction

Intuito is delighted to provide this report on a survey to benchmark theme outcomes from the new Council community plan. A new community plan was introduced in 2024, and this is the first opportunity to benchmark the community's attitudes and views on how important various council services are and how well Council performs in the delivery of each service. Other measurements include community safety, likelihood of recommending council to family and friends, ratings on a variety of attributes, levels of community support, council performance and the community's level of satisfaction and the degree to which expectations are being met and if not why.

The following shows the proposed new Community Plan themes and outcomes:



LOCAL NEIGHBOURHOODS

Outcomes

- Unique spaces where family, friends and neighbours create memories together
- Places where the business knows your name
- Places where we can walk or ride to get what we need
- Places that appreciate and reflect their local history
- Healthy and active neighbourhoods
- Local connection within and between neighbourhoods



THEME OUTCOMES

CONNECTING AND BELONGING

Outcomes

- People have a voice and feel respected and valued
- Everyone has equal access to services and support when needed
- Opportunities are available for communities to collaborate, engage and connect
- Our City is a place where everyone is safe, secure and accepted

VIBRANT PLACES

Outcomes

- Spaces are unique, creative and interesting
- Spaces are inclusive, accessible and represent our diverse community
- Spaces are well maintained and support healthy communities
- Our businesses are part of the destination

VALUING NATURE

Outcomes

- Our City is cool, green and filled with life
- Our beaches, open spaces and waterways invite reflection and wellbeing
- Council and community work together to protect our environment
- Council is a leader in nature-based design
- We live in harmony with our environment

OUR TRANSFORMING CITY

Outcomes

- When looking forward, we respect our heritage
- Housing and Infrastructure supports evolving communities
- Our City is resilient to the impacts of climate change
- Technology enhances our daily life
- Our City invests to create diverse employment opportunities

Market research objectives

The overall objective of this City of Charles Sturt project was to provide rich, quality, local level data around the new Community Plan. The knowledge gained from this study becomes benchmarks or baselines for the following:

- Measure the value the community places on the five community plan themes:
 - Local neighbourhoods
 - Connecting and belonging
 - Vibrant places
 - Valuing nature
 - Our transformative city
- How they currently rate Council on the five community plan themes
- Understand the community's views on flagship initiatives:
 - Increase in tree canopy
 - Renewable energy scheme
 - Local centres revitalisation
 - Central neighbourhood plan
- Council's overall performance and resident satisfaction including Net Promoter Score.

Methodology

The research was conducted using mixed module collection including:

- Face to face interviews
- Social media (promoted by Council and conducted online)
- Website (YourSay)
- Qualtrics in-house database (conducted online)

We aimed for a sample size of 800 (providing a maximum of 400 Qualtrics and 400 non-Qualtrics respondents) to balance the views and obtain a representative sample of the population by age, gender and location throughout the Council area. We achieved a sample size of 857 of which 350 were generated from the Qualtrics database. The survey was launched face to face on 24 February and finished on the 14 March. The online component (socials, website and Qualtrics panel) was launched on 25 February and closed on the 10 April.

2. Findings at a glance

At a glance

Benchmark community survey 2025

Council Services	Importance	CCS Rating
Waste collection and management	9.4	7.6
Playgrounds / parks / open spaces	9.4	7.7
Footpath / share use paths / walkability	9.4	6.4
Local roads / road upgrades	9.2	6.8
Stormwater management	9.1	7.2
Public lighting	9.0	7.3
Libraries / community centres	8.7	8.5
Accessibility	8.5	7.3
Environmental protection	8.2	6.4
Sporting Clubs	7.8	7.4
Community education and programs	7.5	7.0
Cultural experiences / events	6.9	6.7
Business support programs	6.4	6.3



Main reasons for low scores

- Footpath problems
- Environmental issues
- Parking / traffic
- Council under delivering
- Waste / dumping

Council services used

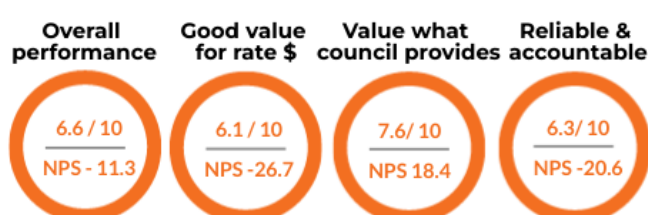
- Open spaces (85%)
- Public litter bins (78%)
- Off road walking and cycling (71%)
- Public conveniences/toilets (62%)
- Street trees, planting, etc. (42%)
- Dog parks (27%)
- Culture experiences / events (21%)
- Community ed & programs (18%)
- Recycled water system (8%)
- Business support programs (2%)

Council Responsibilities

- Providing/coordinating public services - 7.9
- Advocating for local area - 7.7
- Initiatives for quality of life - 7.7
- Climate change initiatives locally - 7.2

Does Council meet expectations

- Yes - 56%
- No - 24%
- Don't know - 20%



Ratings on CCS statements	Mean
Great place to live	4.2
Acknowledges First Nations	4.0
Promotes and offers support	3.9
Inclusive and safe for all	3.8
Culturally rich	3.8
Lots for me to do	3.8
Environmentally green	3.7
Opportunity for businesses	3.7
Satisfaction with services	3.6
Have my say locally	3.5

Safety	Mean
• At home - day	8.7
• At home - night	7.9
• Neighbourhood - day	8.3
• Neighbourhood - night	6.3
• Public places - day	8.3
• Public places - night	6.5

Sample statistics

- Total 857 residents (panel and non-panel)
- Male 35%
- Female 62%
- Other 3%
- Under 50 years - 37%
- Over 50 years - 63%
- Employed - 54%
- Not employed - 46%
- English spoken - 96%

The City of Charles Sturt Supports	Mean
Pride in where you live	3.7
A sense of belonging	3.6
Connection to your community	3.5

Performance of Nature initiatives	Score
Open spaces invite reflection / wellbeing	4.1
Working together to protect environment	3.5
Cool, green and filled with life	3.5
In harmony with our environment	3.3
Leader in nature based design	3.3

3. Executive Summary

Introduction and sampling

The City of Charles Sturt commissioned Intuito Market Research to establish baseline measurements for community perceptions related to the new 2025 Community Plan. The study collected data from 857 residents via a mixed-method approach—face-to-face, online (social media, YourSay), and the Qualtrics panel—to ensure demographic and geographic diversity. It is interesting to note that the most critical cohort are those who completed the survey via social media, followed by the Qualtrics panel then the website YourSay and finally face to face. There is bias at each level of these cohorts – the online bias is one of anonymity and the face-to-face bias is interviewer bias.

Residents were asked to rate the importance and performance of Council services, their satisfaction with Council's delivery, feelings of safety, community connectedness, and views on nature initiatives.

Customer expectations across the sector

We know from other local government association work we have undertaken recently that meeting resident expectations is a major issue for all councils. We have been tracking progress on many of these same aspects over the past 5 or 6 years and there has been a steady decline in resident satisfaction over that period. The City of Charles Sturt is not alone in the scores we see in this survey. There is considerable discontent amongst some residents that has not been as evident in the past.

Aim of this study

The key aim of this study was to benchmark where Council sits currently on a range of issues and initiatives to enable measurement of strategies in the coming years.

Key insights

- **High importance but moderate satisfaction:** Waste management, local roads, and open space amenities were rated as highly important, but satisfaction levels lag importance scores, showing an opportunity for improvement. Footpaths, environmental issues, parking, accusations of Council wasting money and waste issues and dumping are the top reasons why services were rated 5 or less.
- **Council services used:** These remain consistent with previous surveys showing playgrounds, parks, reserves, open spaces and beach as the top used service followed by public litter bins, off road walking and cycling paths and public conveniences.
- **Perceived safety:** While residents feel safe at home and in public places during the day, safety at night—particularly in neighbourhoods—has declined, especially among women, younger and older age groups. Perception of crime and lack of policing is on the rise.
- **Engagement and inclusion:** Residents aged under 24 and those from non-English speaking backgrounds were generally more positive although the sample sizes are small. Those aged 50–59, unemployed, and residents from areas such as Woodville, Hindmarsh, and West Woodville were consistently less satisfied.
- **NPS results:** The Council received a Net Promoter Score (NPS) of **+26** when residents were asked if they'd recommend living in the area. This is an excellent score compared to other Councils. However, Council's **performance NPS** was **-11.3**, suggesting a discrepancy between the lifestyle appeal of the area and satisfaction with Council operations.
- **Valuing nature:** The community strongly supports Council's role in environmental leadership, though ratings suggest room for improvement in actual delivery, particularly around nature-based design and sustainability practices.
- **Agreement with Council responsibilities:** Providing and coordinating public services and facilities rated the highest at 8 out of 10 followed by advocating for the interests of the local area to the wider community and encouraging and developing initiatives to improve quality

of life which both rated 7.7 out of 10. Creating and delivering on climate change initiatives locally scored 7.2 out of 10.

- **Support for pride, belongingness and connection:** Most people agree that the City of Charles Sturt supports its residents to have pride in where they live and around half think council supports connection and belongingness.
- **Does Council meet expectations:** 56% said yes.
- **Expectations not met:** When asked why Council did not meet expectations, residents frequently cited poor communication, perceived inequity in service distribution, underinvestment in infrastructure, and dissatisfaction with planning and development processes.
- **Satisfaction with Council performance:** Council performance on a scale of 0 to 10, scored 6.6 and this converted to an NPS score of -11.3, not significantly lower than last year's NPS score of -7.4. Reasons for rating Council performance low included environmental issues, poor performance, maintenance and communication issues. 10% said rates and fees, an issue exacerbated we are sure by the current cost of living crisis.
- **Agreement with statements:** I value the services that Council provides scored 7.6 out of 10, whereas Council is reliable and accountable scored only 6.3 and Council provides good value for my rate dollar 6.1 out of 10. 2025 scores show an increase in the decline in these measures since 2021.

Conclusions

1. **Council services are valued but underperforming in key areas.** There is a clear gap between the community's expectations and the actual delivery, particularly in waste management, infrastructure, and environmental upkeep.
2. **Community sentiment is mixed.** While many residents appreciate the area as a great place to live, satisfaction with Council as an organisation is more polarised, with significant dissatisfaction expressed by certain demographic and geographic cohorts.
3. **Communication and transparency remain critical issues.** A recurring theme in both quantitative and qualitative feedback was that residents feel unheard or inadequately informed—this significantly affects trust and satisfaction.
4. **Safety concerns have increased**—particularly at night and in specific wards. Lighting, anti-social behaviour, and environmental design are all contributing factors.
5. **Environmental leadership is expected but not yet fully realised.** While the Council's environmental aspirations are supported by the community, tangible outcomes are not yet visible enough to shift perception.

Recommendations

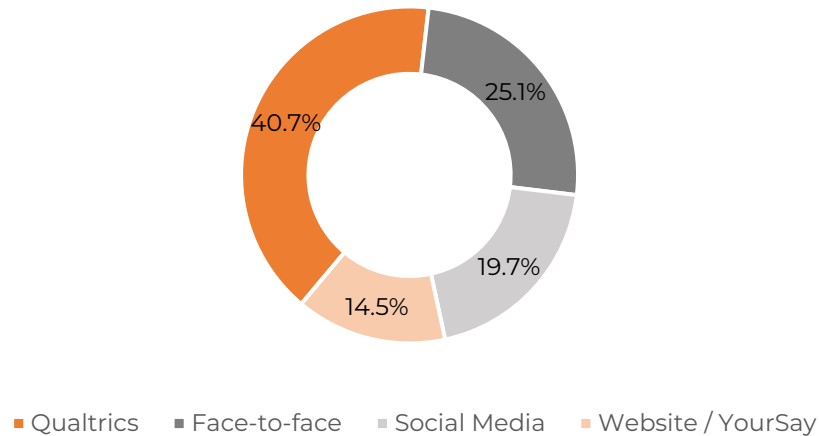
1. **Close the importance-performance gap**
 - Prioritise improvements in waste services, road maintenance, footpaths, and stormwater management.
 - Increase transparency around project delivery timeframes and constraints to manage expectations.
2. **Targeted safety initiatives**
 - Develop ward-specific safety and lighting strategies, especially in areas where night-time safety concerns are high.
 - Collaborate with police and local groups to increase visibility and response in hotspots.
3. **Boost community engagement and feedback loops**
 - Implement more regular, visible communication (online and in print) that closes the loop on resident feedback - 'You said, we did'.

-
- ☐ Offer more tailored engagement approaches for hard-to-reach and underrepresented groups.
 - 4. **Rebalance perception through equitable investment**
 - ☐ Address perceptions of inequality between suburbs by clearly communicating how and why investments are made across wards.
 - ☐ Consider a fairness audit or equity index to transparently track distribution of services.
 - 5. **Strengthen environmental performance visibility**
 - ☐ Visibly showcase achievements in increasing tree canopy, improving green spaces, and implementing sustainable infrastructure.
 - ☐ Consider a branded environmental scorecard to update residents on progress quarterly.
 - 6. **Improve overall customer service culture**
 - ☐ Train frontline and back-office staff in responsive, empathetic customer engagement.
 - ☐ Develop a 'service promise' that sets clear expectations for how Council will respond to community needs.
 - 7. **Monitor over time**
 - ☐ Treat this year's benchmark as a baseline and commit to annual measurement using consistent methodology to track improvements and adjust priorities.

4. Key Findings

Source

Source n=857



Demographics of each cohort

Those on the Qualtrics database are more likely to be male, aged 50+ years, living in single, couple no children and mature couple / single households, retirees and in other employment, and live in the Hindmarsh, Woodville, West Woodville and Semaphore Park wards.

Those interviewed face to face are more likely to be aged under 50 years, and 85+ years, non-English speaking residents, young and middle family households, unemployed< students and those in home duties, and living in the Grange and Henley wards.

Those interviewed via social media are more likely to be aged 50-59 years, middle and mature family households, employed and unemployed, and those living in Beverley, Woodville and West Woodville wards.

Those interviewed via Website / YourSay are more likely to be non-binary, aged 70-84 years, and live in Hindmarsh, West Woodville and Findon wards.

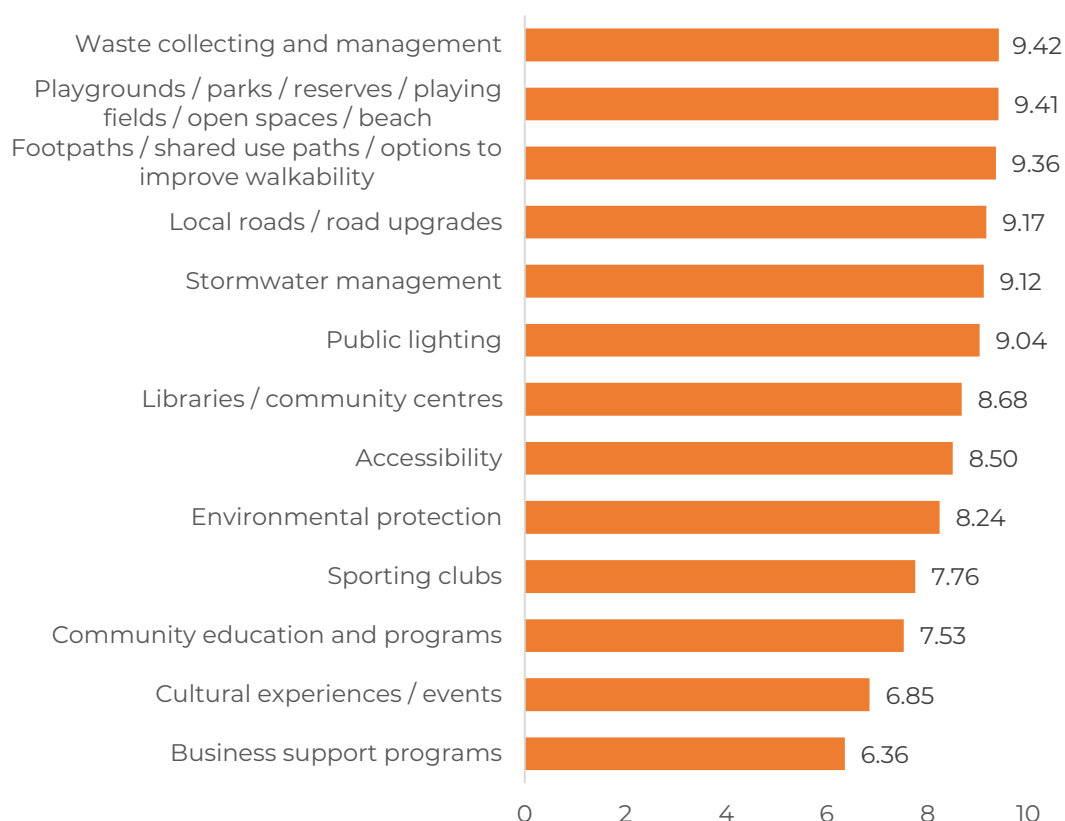
Clearly each cohort has a bias: Qualtrics and social media have an anonymity bias whereas the face to face has an interviewer bias.

Q1: Do you live in the City of Charles Sturt?

All participants surveyed were screened to ensure they live in the City of Charles Sturt.

Q2: How **important** do you believe it is for your Council to provide each of the following services?

Importance of Council services n=857



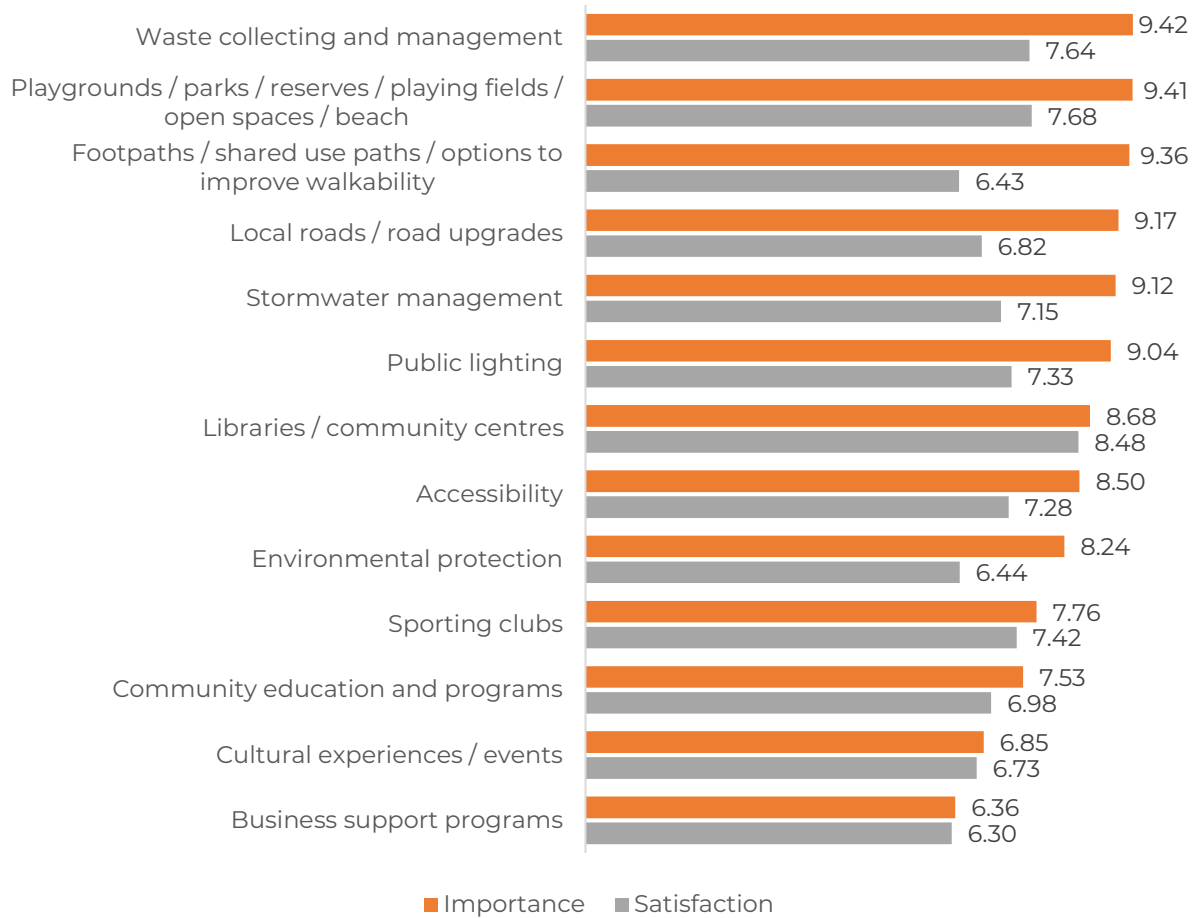
Provision and maintenance of infrastructure and waste collecting and management are the top Council services for residents. Whilst the services have varied this year compared to previous years, it is interesting to compare the results of this question to the 2024 where almost all services rated higher (except for Libraries / Community Centres) last year compared to this year. But the services that rated the highest are the same and in a similar order.

Q3: How would you **rate** the same local Council services provided by the City of Charles Sturt Council?

Generally, satisfaction with council services is lower than the level of importance that people place on them. For instance, waste collecting and management is rated 9.4 in importance, but satisfaction is only 7.6. There are a few exceptions, and they are libraries / community centres that rated 8.7 on importance but satisfaction is on a par at 8. (allowing for the margin of error) and cultural experiences / events and business support programs.

This is not unusual; we have seen importance out of step with satisfaction ratings for other Councils.

Comparison importance versus satisfaction n=857

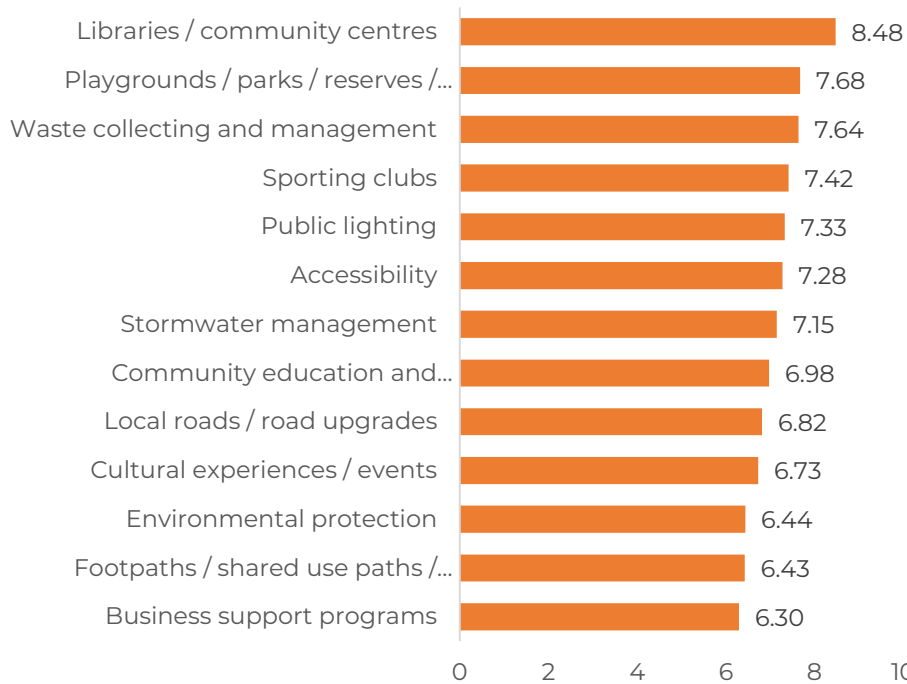


We have compared the satisfaction scores this year compared to last year with the following results with most scores improving modestly:

Service	2024	2025
Waste collecting and management	7.8	7.6
Playgrounds / parks / reserves / playing fields / open spaces / beach	7.6	7.7
Footpaths / shared use paths / options to improve walkability*	6.4	6.8
Local roads / road upgrades*	6.4	6.8
Stormwater management	6.8	7.15
Public lighting	7.2	7.3
Libraries / community centres*	8.3	8.5
Sporting clubs	7.4	7.4
Environmental protection	6.3	6.4
Cultural experiences / events	6.8	6.7

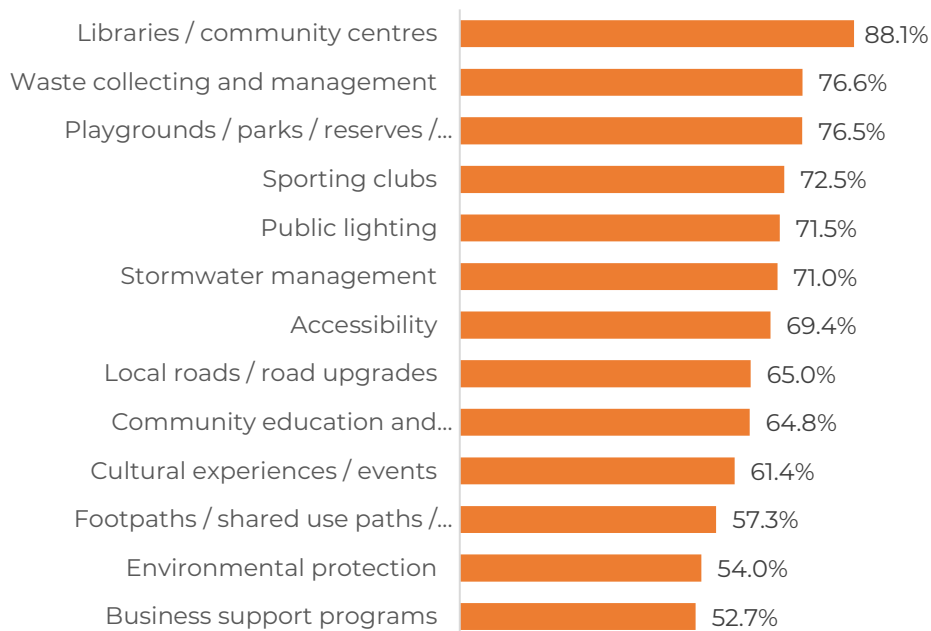
*Not the same but similar

Satisfaction with Council services n=857



We provide below the CSAT (customer satisfaction) percentages for those who rated you 7 and above (those that are somewhat or extremely satisfied), i.e. 88% of all people surveyed rated libraries / community centres rated you 7, 8 9 or 10.

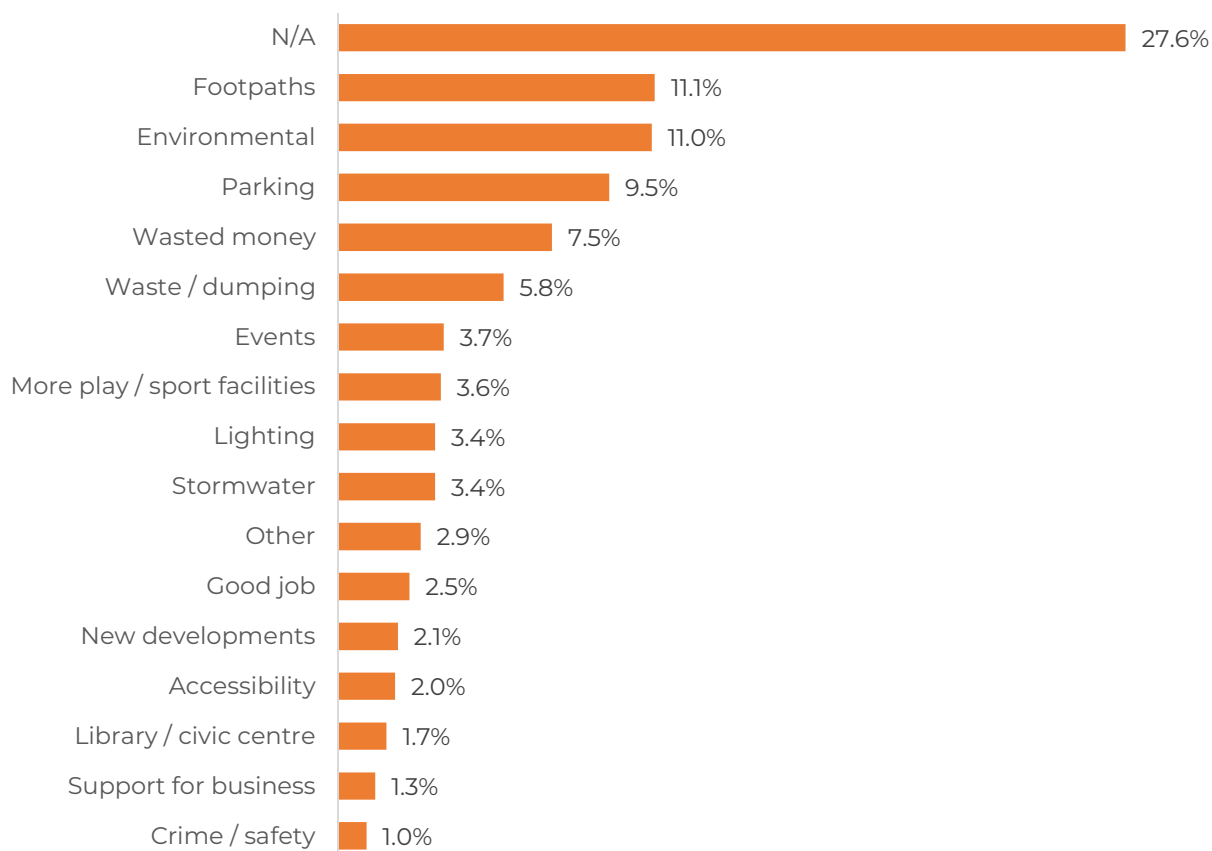
Satisfaction with Council services - CSAT scores n=857



Q4: Please tell us why you think the services that you rated 5 or less are not more highly rated.

Around 511 people (59.6% of the sample) rated at least one of the services lower than 5. We post-coded the responses from a total of 1252 comments (many people commented on several different services. Most of these are issues with a variety of subjects except for 31 comments about Council doing a good job and there were 346 comments that were N/A and did not reflect low scores. The most common issues are around footpaths, tree / green space / environmental issues, road / parking / traffic management issues and Council is underdelivering / wasting money / biased to some areas / stay in your purview. More detail on each issue is listed below.

Why services were rated 5 or less n=1252 comments



- N/A (346 comments)
- Footpath issues (139 comments)
- Tree / green space / environment issues (138 comments)
- Road / parking issues / traffic management (119 comments)
- Council under delivering / wasting money / biased to some areas / stay in your purview (94 comments)
- Waste / dumping issues (72 comments)
- More culture and community events / more awareness / funding ethically / events don't appeal (46 comments)
- More playgrounds / sporting facilities (45 comments)
- Lighting issues (43 comments)
- Storm water / flooding (42 comments)

- Other (36 comments)
- Council doing a good job (31 comments)
- New development issues (26 comments)
- Accessibility / disability issues (25 comments)
- Library / civic centre issues (21 comments)
- Encourage local business / support them / awareness of support options (16 comments)
- Crime / safety (13 comments)

The following other comments are either multi-faceted or do not fit the post coded areas in the chart above.

- A mushroom seat was stolen from Wilford Reserve Playground. I retrieved it but it has yet to be re-installed and I have had no reply to my follow-up email...
- Accessibility - not sure what this refers to exactly. Is it how easy to contact the council or dealing with disabled people? Leave the EPA issues to the EPA other than increasing tree capacity.
- Accessibility can always be improved especially for not just physical disabilities but also for neurodivergent disabilities. Waste collection is a joke, our bins are often not emptied or are only partially emptied due to not being emptied properly and our bin was broken from being dropped.
- All matter
- All the above are correct as far as I am concerned
- Because I don't know of many community or business education programs so maybe advertising them. The beach needs a proper management program for the sand.
- Because that's what I believe
- Businesses should be able to manage, support and keep themselves viable. I don't see the need for Council to provide funding, training etc. when there are State and Federal funding and support for businesses.
- Concentrate on streets and roads and maintaining what you have already People in Charles Sturt community are spoilt bratty self-righteous entitled people who want blood out of stone Who abuse anything new and show utter disrespect for anything that's been given for free to them. Hard earned taxpayers' money goes to waste.
- Councils' role is primarily the 3 R's - increasingly State and Federal Govts are divesting their responsibilities onto local Govt which is financial ballooning which in turn has to be passed onto the ratepayers. Funds are being stretched for councils to provide what should be their fundamental responsibility - the 3 R's! The salaries to provide these 'ancillary' services are at the cost of properly funding the three R's. Time to stop the rot and keep rates under control and to minimum.
- Don't believe cultural events are a core function of the council. While community education is great, I don't see it as a necessary function of the council. Don't really know what you mean by accessibility. Sporting club support is great but once again don't see it as a core / important function of the council. The council seems to hinder business. It makes things difficult for business. Maybe because the council is immune from any consequences. Unlike private business.
- Don't see much of those around.
- Feel that the council do not support all female sporting clubs at all
- Firstly, all these services are essential to creating and supporting the community, which keeps us safe, healthy and whole. Lower rated elements are still highly rated, as having lived in many other places, I appreciate it very much here.

- Footpaths are in terrible disrepair. I've had several bad falls reported to the council including pictures of injuries & area but nothing was ever done. The first fall was 12 years ago and nothing has been done. I know a few people who don't like to walk because of the awful footpaths!
- Footpaths need improvement to walk easily with prams. More toddler appropriate playgrounds with fencing. preschool appropriate educational sessions would be great for part time working parents who may not have their children in day care but would like to expose their kids to a Montessori type environment that is free.
- Henley football club and the West Torrens cricket club need a multi-million-dollar investment in their old changing rooms and small club rooms
- How about listening to complaints, rather dismissing the complainant in a condescending manner. Congratulations you have given approval to a business in a residential area who now operates well outside to approved times. A kick boxing gym. The noise is loud. However, you say they have been given approval to operate outside. Perhaps I'll call someone at 5.30am, when they start. Disgraceful council. However, I have to pay rates when they have no regard for their rate payers.
- I am not into sport.
- I don't believe they are things the Council should do.
- I frequently have to email the council about issues but am unsure what they have done sometimes
- I just paid a \$77 infringement notice for attempting to park at and access my local beach. In no way did I cause any damage, increase risk to others, or hinder traffic (vehicle or foot). Flexibility and priority access is not provided to locals while large numbers of people from outside of the LGA attend rowing carnivals making it nearly impossible to avoid fines to local residents who already pay taxes to the council and are merely trying to enjoy the local attractions. Feels like a slap in the face from a wet fish. And I can't even get to the beach.
- I live on the last street of this council district. I get more information from the City of Port Adelaide Enfield council. I choose to shop and spend my leisure time in Port Adelaide Enfield area as the City of Charles Sturt beaches are difficult for parking as is St Clair. Our nearest open space is Rosewater which is outside of Charles Sturt. I support the railway line redevelopment to open space and given the pocket of Pennington will access this space due to being closer, so should Charles Sturt too. Waste management is a bloody joke. Think it's time we re-zoned part of Pennington to Port Adelaide Enfield. I'm sick and tired of the elite suburbs of Charles Sturt being looked after constantly whilst adjoining suburbs are left to languish
- I'm unaware of any assistance the council gives sporting clubs. I've seen the state govt contributing. If the council does anything they need to make it better known
- It takes time to improve, and resources are limited and diminishing!
- Just need more attention
- Local roads like other councils are shocking for potholes. Councils promote bike riding but one day these people access holes WILL badly injure a person, so it is better to hope your public liability insurance is adequate and up to date. 2. Footpaths/ shared use paths. As I have reported I do not believe in shared areas with bikes and walkers UNLESS the bikers are managed, educated and controlled. I have been hit before and many, many of the walkers are my age OR older. I am 74. West Beach walkway is a disgrace with speeding bikes and nonexistent warning bells, please don't get as bad as they are. Thanks.
- Please ban jet skis from our beaches - noise nuisance
- Protection and supplementing sand at West Beach and Henley South need to be greatly improved

- Some cultural and community events slanted toward certain groups. Accessibility to public spaces where sports are held- limited. Public toilets are not available in some postcodes where they are desperately needed. Henley, Grange, West Lakes and West Lakes shore have preferential access and additions. Stormwater management to the aquifer is allocated to golf courses (water lakes full) and sports facilities, not to general public water spaces. St Claire is smelling because of low water levels. Waste collection has been erratic at times- not nice when green bins have seafood inside in hot weather.
- Sporting clubs are not getting enough support or enticing kids to play. *I believe all playgrounds should have shade/shelter. And they don't. They should also be a bit more interactive and not so plain and boring. *Footpaths....don't even get me started!! For 10 years I have been asking for a proper footpath out the front of my place and got told we don't get one because there is one across the road all because they didn't want to remove the dead trees which 3 out of the 6 trees have had to be removed since however, we got a scrappy half armed footpath which is all loose gravel and not even flattened to the point I have seen many people trip over on. *Waste collection gets missed on too many occasions. *lighting is poor especially in parks which then allows people to hide and do drugs or attack people. *Too many trees are interfering with powerlines making it very dangerous when windy conditions. *storm drains - I have seen neighbours in my street sweeping huge debris down the storm water drains which then clog our flood prone street.
- Stick with essential services
- The ones I rated N/A I had no opinion on. Accessibility I don't know what you mean by the use of that word. The council should not be running sporting clubs. We don't have enough green spaces. Local roads should all be 40kmh. Footpaths should all be wider and safer.
- These services should be provided by state governments not councils. The council scope should be limited and rates reduced. Beaches should be less restricted for dog walking and inspectors should be eliminated
- Tokenism
- When you drive around the local area of Woodville/Woodville Park there are lots of trolleys left on the side of the road (Park St North), also there is a lot of dead weeds along the footpath and rubbish. The roundabout on Beaufort street needs some beautifying as hoons do burnouts on it and it is an eye sore. They should put a tree on it and make it look better.

Q5: Which of the following Council services have you used in the last year?

Council services used in the last year n=857



Other responses included library (31 responses), beaches (5 responses), community centres (4 responses), hard rubbish (5 responses), reporting illegal dumping (2 responses), verge maintenance (3 responses), soft plastics recycling program (3 responses), and other miscellaneous activities and social outings. (For a full list see the tabulations section under this question number)

We have compared this question to 2024 which shows only minimal changes:

Service	2024	2025
Playgrounds / parks / reserves / playing fields / open spaces / beach	85%	85%
Public litter bins	75%	78%
Off road walking and cycling paths	73%	71%
Public conveniences / toilets	55%	61.5%
Street trees, planning and pruning	38%	42%
Dog parks	28%	27%
Cultural experiences / events*	30%	21%
Recycled water system	7.5%	7.5%
Community education and programs**	-	18%
None of the above	5%	3%
Other	4%	8%

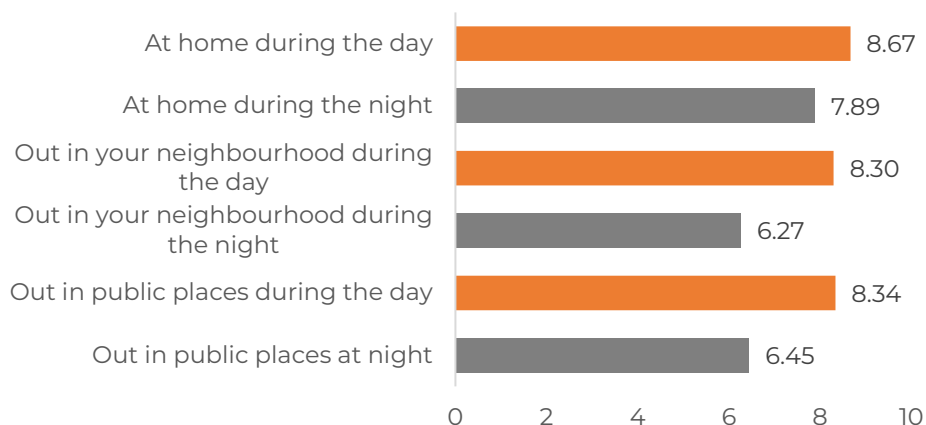
*Not the same but similar

** New this year

	Hindmarsh	Beverley	Woodville	West Woodville	Semaphore Park	Grange	Henley	Findon
Playgrounds / parks / reserves / playing fields / open spaces / beach	86.5%	82.4%	88.0%	79.0%	82.5%	86.9%	91.1%	81.8%
Public litter bins	76.0%	77.0%	73.3%	67.0%	81.0%	81.5%	81.5%	81.8%
Off road walking and cycling paths	66.7%	78.4%	66.7%	52.0%	70.6%	76.9%	75.0%	77.3%
Public conveniences / toilets	55.2%	59.5%	48.0%	57.0%	65.9%	63.1%	70.2%	61.4%
Street trees, planting, and pruning	49.0%	40.5%	37.3%	41.0%	38.1%	44.6%	43.5%	37.5%
Dog parks	31.3%	24.3%	30.7%	34.0%	31.7%	27.7%	17.3%	23.9%
Cultural experiences / events	25.0%	17.6%	25.3%	13.0%	14.3%	21.5%	29.8%	19.3%
Community education and programs	19.8%	18.9%	8.0%	16.0%	14.3%	17.7%	22.0%	23.9%
Other	19.8%	12.2%	6.7%	6.0%	5.6%	3.8%	8.9%	5.7%
Recycled water system	10.4%	1.4%	16.0%	6.0%	7.9%	6.2%	6.0%	8.0%
None of the above	5.2%	2.7%	5.3%	7.0%	3.2%	1.5%	1.8%	2.3%
Business Support Programs	2.1%	1.4%	5.3%	4.0%	1.6%	2.3%	2.4%	0.0%

Q6: How safe do you feel in the following environments?

Safety during the day / at night n=857



We have compared this year's feelings of safety to last years:

When / where	2022	2024	2025
At home during the day	9.0	8.8	8.7
At home during the night	8.3	8.0	7.9
Out in the neighbourhood during the day	8.6	8.4	8.3
Out in the neighbourhood during the night*	7.3	7.0	6.3
Out in public places during the day	8.6	8.3	8.3
Out in public places at night	6.9	6.5	6.45

Residents are feeling less safe out in the neighbourhood during the night than last year, but the rest of the comparisons are similar. When we apply 2022 figures we see some major changes downward in safety perceptions.

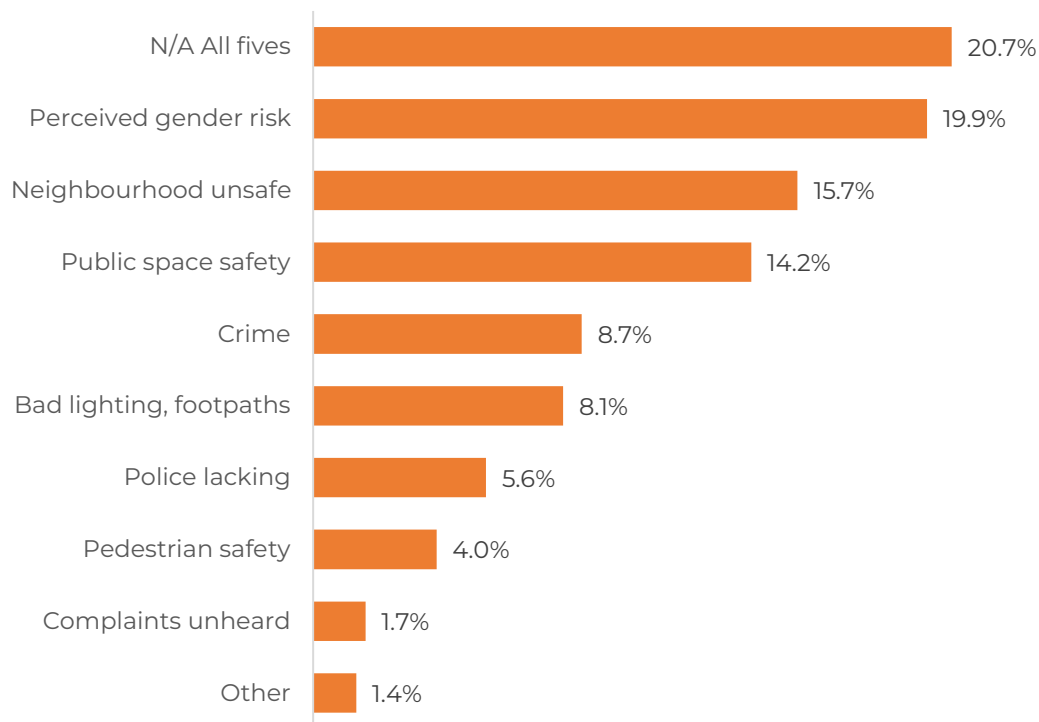
Those more likely to feel unsafe in the neighbourhood during the night are females, those aged 25-34 and 85+ years, single people, unemployed, and in other occupation, and those living in Hindmarsh, Beverley, Woodville, West Woodville and Semaphore Park.

	Hindmarsh	Beverley	Woodville	West Woodville	Semaphore Park	Grange	Henley	Findon
At home during the day	8.43	8.57	8.36	8.29	8.60	8.82	9.04	8.93
Out in public places during the day	8.07	8.46	8.05	7.78	8.31	8.50	8.70	8.55
Out in your neighbourhood during the day	7.84	8.18	8.09	7.70	8.37	8.50	8.81	8.44
At home during the night	7.54	7.96	7.47	7.18	7.82	8.10	8.46	8.14
Out in public places at night	6.03	6.17	6.14	5.84	6.02	6.62	7.46	6.54
Out in your neighbourhood during the night	5.80	5.57	5.78	5.31	5.90	6.75	7.41	6.56

	At home during the day	At home during the night	Out in your neighbourhood during the day	Out in your neighbourhood during the night	Out in public places during the day	Out in public places at night
5022 (226)	9.06	8.44	8.79	7.40	8.71	7.29
5011 (100)	8.28	7.38	7.80	5.86	7.78	6.14
5023 (85)	8.31	7.50	7.79	5.65	8.08	5.90
5021 (60)	8.53	7.90	8.28	5.83	8.32	6.16
5014 (59)	8.51	7.37	8.12	5.22	8.15	5.93
5025 (55)	9.18	8.53	9.13	6.64	8.91	6.56
5024 (52)	9.25	8.50	8.94	7.34	8.84	7.41
5007 (52)	8.79	7.85	8.08	5.90	8.38	6.20
5008 (46)	8.13	7.39	7.83	5.96	7.98	6.00
5009 (39)	8.13	7.49	7.31	4.74	7.92	5.87
5020 (34)	8.82	7.85	8.53	6.13	8.74	6.23
5019 (32)	8.47	7.63	8.34	5.81	7.84	5.58
5013 (11)	7.64	6.64	7.45	4.22	7.73	4.50
5012 (5)	8.40	6.40	7.20	4.40	7.60	5.40
5082 (1)	7.00	7.00	5.00	3.00	5.00	3.00

Q7: Please tell us why you felt unsafe in one or more of the previous questions options by rating them 5 or less?

Reasons for feeling unsafe n=1121



- All above 5 / NA (232 comments)
- Perceived risk / gender related safety (223 comments)
- Neighborhood unsafe (176 comments)
- Public space safety (159 comments)
- Crime (97 comments)
- Environmental factors (lighting, bad footpaths) (91 comments)
- Police / authority presence (63 comments)
- Traffic / pedestrian safety (45 comments)
- Complaints unheard (19 comments)
- Other (16 comments)

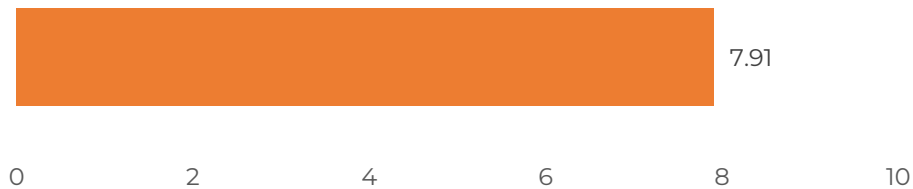
Other comments:

- As mentioned before
- Been ok
- Charles Sturt is fantastic in terms of safety.
- Generally safe, but again this should not be in council scope
- I am 81, my wife is frail and cannot walk fast, we may overthink it
- I do feel safe
- I prefer not to answer this question
- It's not the council that makes me feel safe. It's the people.
- My feelings

- No particular reason
- Ok
- Ppl annoy me so I am no
- Should be obvious
- Tbh my mindset on safety comes down to my ability to defend myself. I train martial arts and it's not the favela so I'm pretty confident.
- 'The blue house' 17 Ralph Avenue, West Croydon is a disgrace. The landlord should be ashamed of themselves as the conditions the ex-prisoners have to endure are sub-standard and degrading.
- Unsure

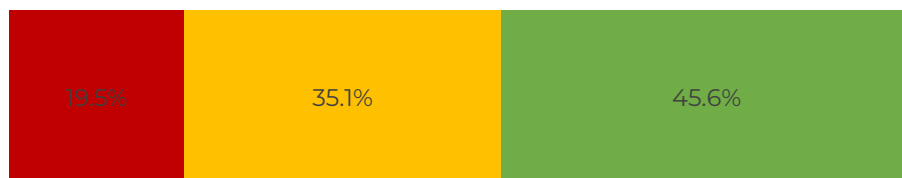
Q8: How likely would you be to recommend living in the City of Charles Sturt to family, friends and colleagues?

Likelihood to recommend n=857



Net Promoter Score n=857

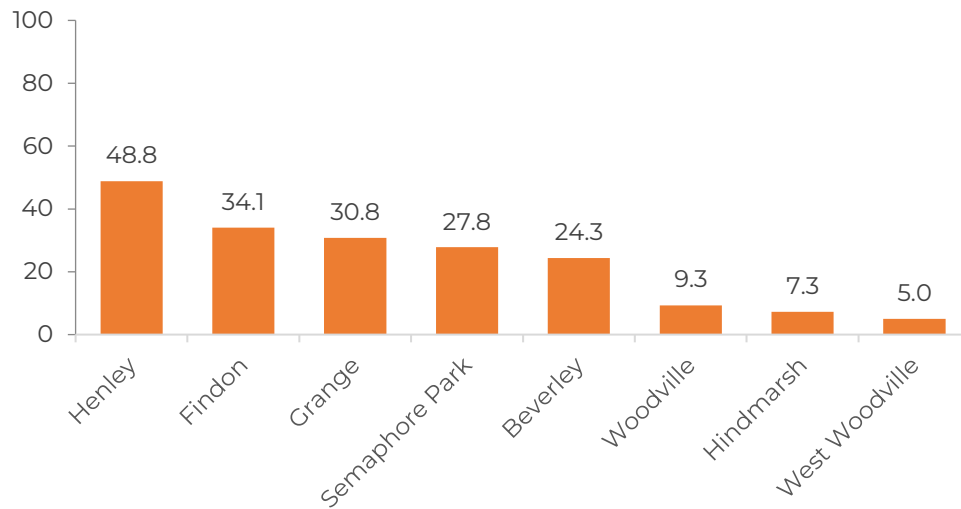
■ Detractors ■ Passives ■ Promoters



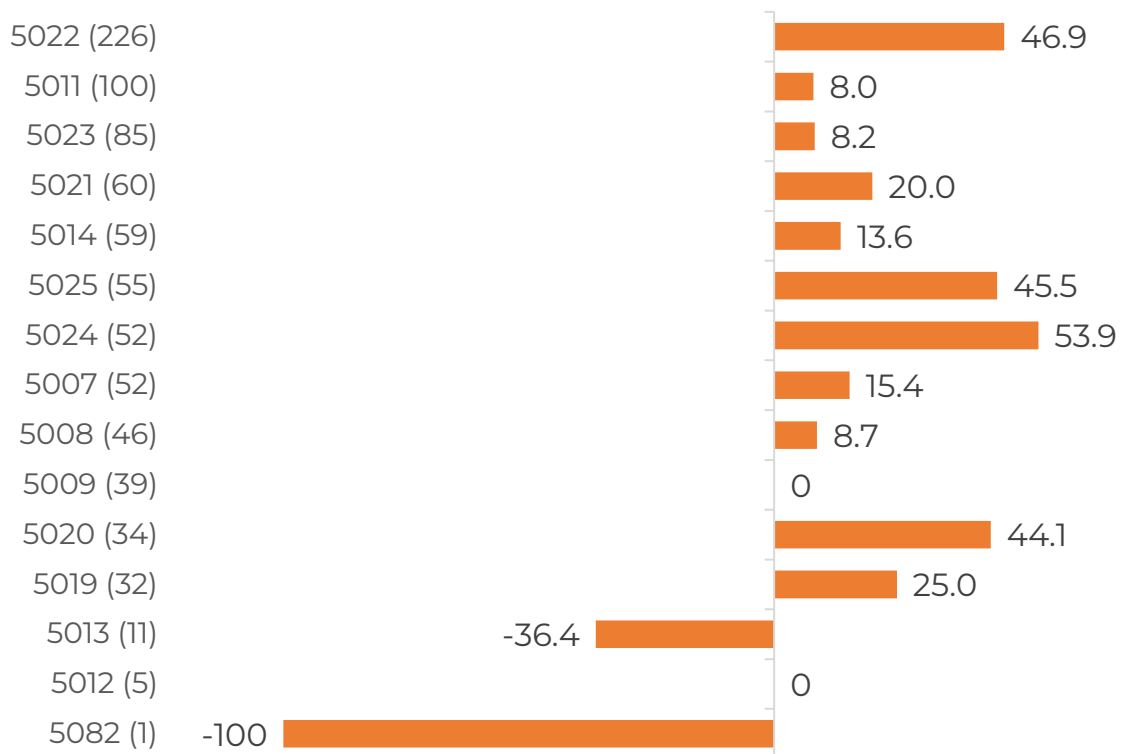
NPS +26

We did not ask the classic net promoter score question last year but +26 is a good score! Other councils have scored anywhere from minus 20 to +11 so you compare very favourably. It is interesting to see the NPS scores by ward:

NPS by Ward n=857

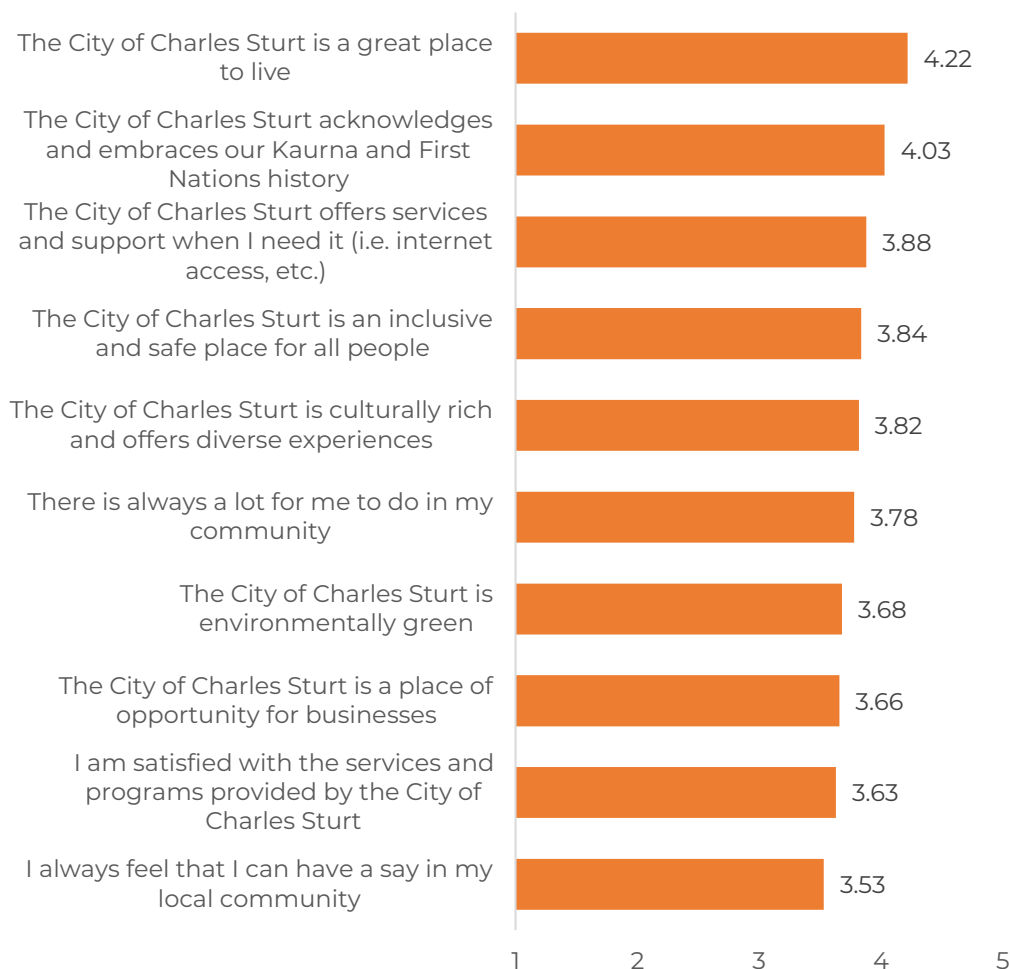


NPS by postcode n=857



Q9: How would you rate each of the following statements?

Statements about Council n=857



Most of these statements are new except for The City of Charles Sturt is a great place to live (scoring 3.95 in 2024 and 4.1 in 2022), The City of Charles Sturt is environmentally green (3.3 in 2024 and 3.45 in 2022) and I always feel that I can have a say in my local community (3.05 in 2024 and 3.4 in 2022) with all three statements increasing this year. This year forms the benchmark on the new statements for tracking in future years.

Analysis by demographics

Those more likely to rate The City of Charles Sturt is a great place to live higher than the average was those interviewed face-to-face, those aged 18-24 and 70-84 years, those from non-English speaking backgrounds, those retired and in home duties, and those who live in the Henley Ward. Those more likely to rate this lower than average were those interviews via social media, those aged 50-59 years, those in other employment, and those living in Hindmarsh and West Woodville.

Those more likely to rate The City of Charles Sturt acknowledges and embraces our Kurna and First Nations history high than the average was those interviewed face-to-face, females and non-binary, those aged 18-24 years, non-English speaking residents, young family households, those in home duties and other employment and those living in Henley. Those more likely to rate this lower than average was those interviewed via social media and the Qualtrics database, males and those who

prefer not to say their gender, those aged 85+ years, students, and those living in Woodville and West Woodville.

Those more likely to rate The City of Charles Sturt offers services and support when I need higher than the average was those interview face to face, those aged 18-24 years, non-English speaking residents, those living in young family households, students, retirees, those in home duties and in other employment, and those living in the Grange and Henley wards. Those more likely to rate this lower than the average was those interviewed via social media and the Qualtrics database, non-binary and prefer to not to reveal their gender, those aged 50-59 years and 85+ years, couples and singles in mature households, the unemployed, and those living in Beverley, Woodville and West Woodville wards.

Those more likely to rate The City of Charles Sturt is an inclusive and safe place for all people higher than the average was those interviewed face to face, non-binary, those aged 18-24 and 70-84 years, non-English speaking residents, young family households, students and those in home duties, and those living in the Henley ward. Those more likely to rate this lower than the average was those interviewed via social media and the Qualtrics database, those who preferred not to reveal their gender, those aged 50-59 and 85+ years, single people households, unemployed and in other employment, and those living in Hindmarsh, Beverley and West Woodville wards.

Those more likely to rate The City of Charles Sturt is culturally rich and offers diverse experiences higher than the average was those interviewed face to face, non-binary, those aged 60-69 years, non-English speaking residents, middle family households, retirees and those in home duties, and those living in Hindmarsh and Henley wards. Those more likely to rate this lower than the average was those interviewed via social media, those aged 35-49 years, mature family households, unemployed and those in other employment, and those living in Beverley and West Woodville wards.

Those more likely to rate There is always a lot for me to do in my community higher than the average was those interviewed face to face, those aged 60-69 years, non-English speaking residents, young family households, retirees, in other employment and those in home duties, and those living in the Henley ward. Those more likely to rate this lower than the average was those interviewed via social media and the Qualtrics database, those aged 50-59 and 85+ years, middle family and mature couple / single households, those employed and the unemployed, and those living in the Beverley, Woodville and West Woodville wards.

Those more likely to rate The City of Charles Sturt is environmentally green higher than the average was those interviewed face to face, non-binary, those aged 18-24 and 70-84 years, non-English speaking residents, single people households, students, retirees, those in home duties and other employment, and those living in the Henley and Findon wards. Those more likely to rate this lower than the average was those interviewed via social media and the Qualtrics database, those aged 50-59 years, mature family households, employed and those unemployed, and those living in Hindmarsh, Woodville and West Woodville wards.

Those more likely to rate The City of Charles Sturt is a place of opportunity for business higher than the average are those interviewed face to face, females, non-binary and prefer not to say, those aged 25-34 and 60-84 years, students, retirees and those in other employment, and those living in the Semaphore Park ward. Those more likely to rate this lower than the average are those interviewed via social media and the Qualtrics database, males, those aged 18-24, 35-59 and 85+ years, employed and those unemployed and in home duties roles, and those living in Beverley and West Woodville wards.

Those more likely to rate I am satisfied with the services and programs provided by the City of Charles Sturt higher than the average are those interviewed face to face, non-binary, those aged 18-34 years, non-English speaking residents, young and middle family households, students and those in home duties, and those living in Semaphore Park, Henley and Findon wards. Those more likely to rate this lower than the average was those interviewed via social media and the Qualtrics database, males,

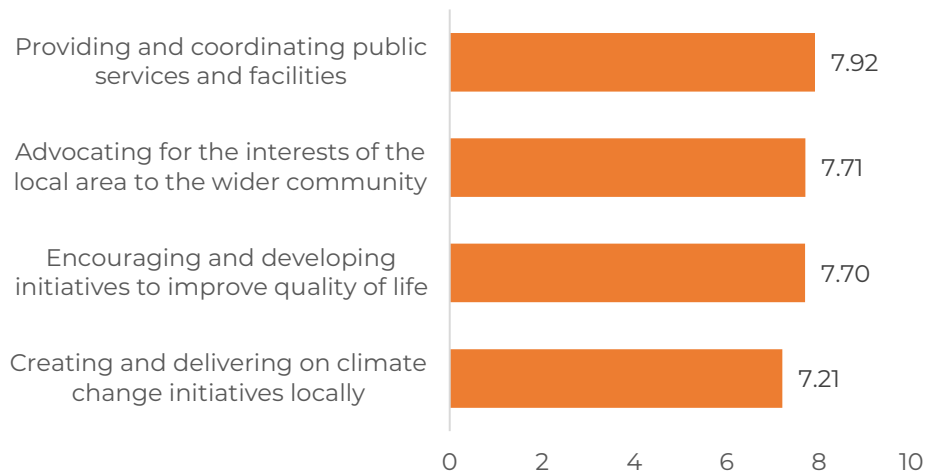
those aged 50-69 and 85+ years, mature couples / singles households, employed and those unemployed, and those living in Beverley, Woodville and West Woodville wards.

Those more likely to rate I always feel that I can have a say in my local community higher than the average are those interviewed face to face and on the website / Your Say, Non-binary, those aged 18-24 years, non-English speaking residents, young family households, retirees, those in home duties and in other employment, and those living in the Semaphore Park and Henley wards. Those more likely to rate this lower than the average was those interviewed via social media and the Qualtrics database, males, those aged 50-59 and 85+ years, mature family households, employed and those unemployed, and those living in Hindmarsh, Beverley and West Woodville wards.

	Hindmarsh	Beverley	Woodville	West Woodville	Semaphore Park	Grange	Henley	Findon
The City of Charles Sturt is a great place to live	4.02	4.11	4.15	3.91	4.24	4.28	4.51	4.29
The City of Charles Sturt acknowledges and embraces our Kaurana and First Nations history	3.99	3.95	3.9	3.84	4.07	3.99	4.21	4.09
The City of Charles Sturt offers services and support when I need it (i.e. internet access, etc)	3.85	3.7	3.68	3.63	3.92	4.01	4.05	3.95
The City of Charles Sturt is an inclusive and safe place for all people	3.51	3.7	3.75	3.73	3.86	3.87	4.11	3.9
The City of Charles Sturt is culturally rich and offers diverse experiences	3.95	3.68	3.77	3.62	3.84	3.86	3.92	3.85
There is always a lot for me to do in my community	3.85	3.67	3.44	3.49	3.77	3.84	4.06	3.7
The City of Charles Sturt is environmentally green	3.56	3.58	3.52	3.49	3.73	3.7	3.82	3.86
The City of Charles Sturt is a place of opportunity for businesses	3.64	3.64	3.49	3.55	3.83	3.6	3.71	3.72
I am satisfied with the services and programs provided by the City of Charles Sturt	3.59	3.27	3.56	3.35	3.73	3.71	3.82	3.72
I always feel that I can have a say in my local community	3.38	3.38	3.48	3.34	3.66	3.44	3.72	3.62

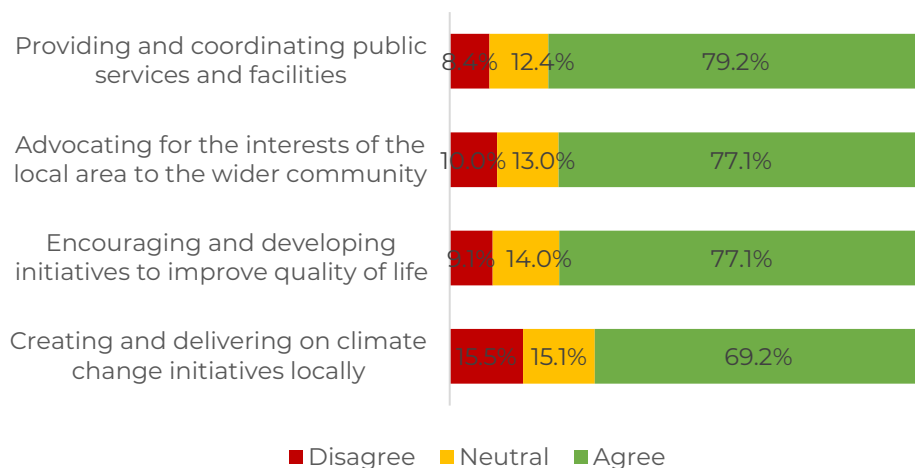
Q10: How strongly do you agree or disagree that the City of Charles Sturt should be responsible for the following services, facilities or initiatives?

Agreement with Council responsibilities n=857



All statements are seen as the responsibility of the City of Charles Sturt and all scoring above an average of 7 out of 10.

Agreement with Council responsibilities n=857



Providing and coordinating public services and facilities scored 9 or more out of 10 for 51% of the total sample compared to 21% who rated this 6 or below. 28% were neutral rating it 7 or 8 out of 10.

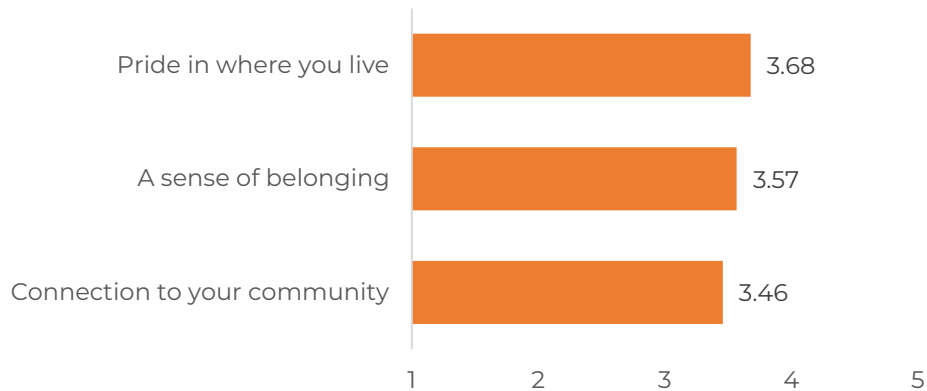
Advocating for the interests of the local area to the wider community scored 9 or more out of 10 for 49% of the total sample compared to 23% who rated this 6 or below. 28% were neutral rating it 7 or 8 out of 10.

Encouraging and developing initiatives to improve quality of life scored 9 or more out of 10 for 45% of the total sample compared to 23% who rated this 6 or below. 32% were neutral rating it 7 or 8 out of 10.

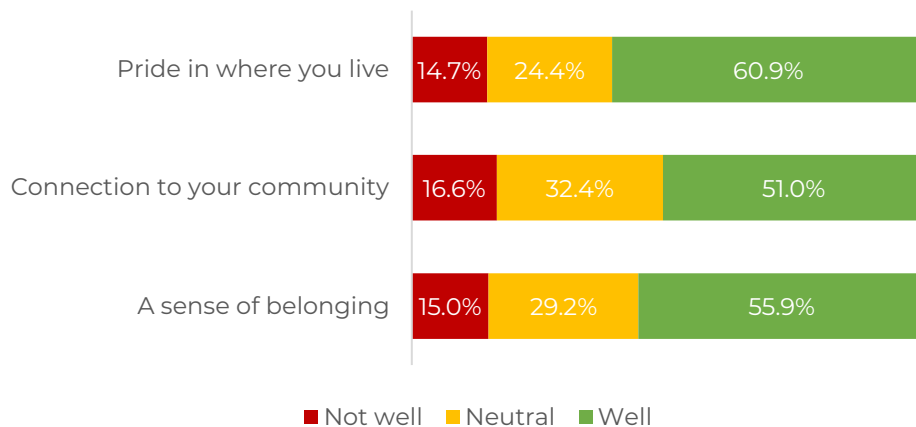
Creating and delivering on climate change initiatives locally scored 9 or more out of 10 for 45% of the total sample compared to 31% who rated this 6 or below. 24% were neutral rating it 7 or 8 out of 10.

Q11: How well do you feel the City of Charles Sturt supports you to have the following?

How well does Council support the following
n=857



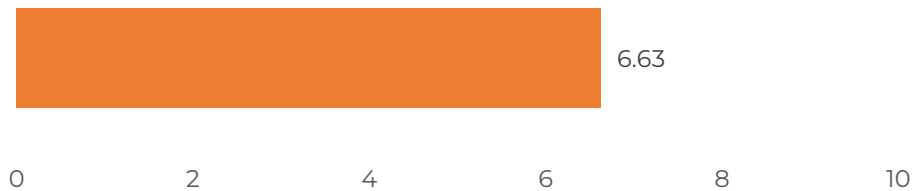
How well does Council support the following
n=857



These metrics will form the benchmark for Council in future years. Those who nominated well scored 4s and 5s, 3s were neutral and 1s and 2s are not well giving an average score above.

Q12: How would you rate your satisfaction with Council's overall performance?

Satisfaction with Council's overall performance
n=857



There are several ways to look at this satisfaction rating. Firstly, the mean score at 6.6 (this compared to 6.9 last year). The second is the CSAT which shows that 65% of all people surveyed scored satisfaction with Council's performance 7 or above. The third way and this compared to our reporting in previous years is to apply a net promoter score which is -11.3. This compares to -7.4 last year which shows a slight fall in the satisfaction levels this year.

CSAT 65%

NPS -11.3

There is considerable variability depending on the type of interview. Social media was the lowest, followed by Qualtrics database:

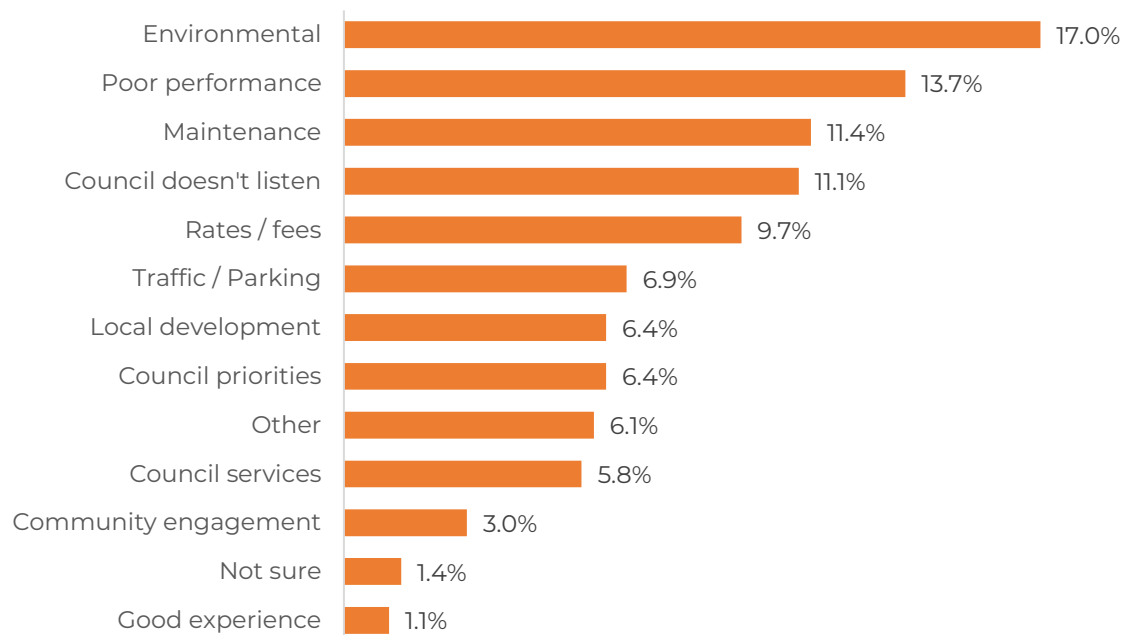
Data source	Mean (average)
Social Media	5.99
Qualtrics	6.18
Website / YourSay	6.74
Face to face	7.84
Total	6.63

Q13: Why did you rate Council's performance only (question will only show if rating is 5 or less)?

There were 360 comments made explaining why people rated Council's performance 5 or less.



Reasons for poor performance score n=360



- Environmental issues / green spaces (61 comments)
- Poor council performance / satisfaction (49 comments)
- Infrastructure / maintenance (41 comments)

- Communication issues / don't listen (40 comments)
- Rates / fees (35 comments)
- Traffic / Parking (25 comments)
- Local development / planning (23 comments)
- Council priorities / decision making (23 comments)
- Other (22 comments)
- Council services (21 comments)
- Community engagement / consultation (11 comments)
- Not sure / N/A (5 comments)
- Good experience / doing what is expected (4 comments)

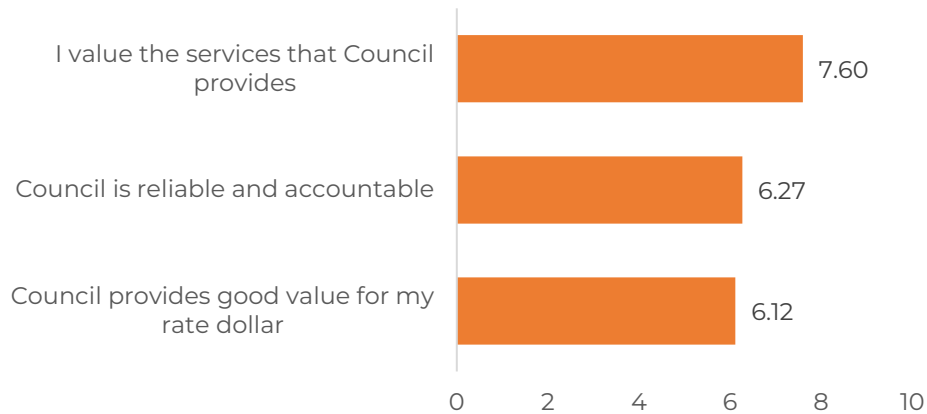
Other comments

- Always room for improvement and don't hear much from them. Never seen a newsletter
- Any dealings we have had with the council have been less than satisfactory. I feel that our requests and/or opinions were easily dismissed.
- As above about pigeons on my home
- As mentioned before. Also, there should be more initiatives for free public outdoor health and well-being events. Why do you water the Henley lawns right before 100s of ppl descend there every second Wednesday to do yoga on a wet soggy lawn? You can't be considerate?
- The council covers a vast area, so it doesn't feel that you are part of a community, very few community events that bring local residents together
- The council does not help me or my family. I feel that the council's activities make my life worse. It's depressing how the council fights against the people who voted for them.
- COUNCIL EMPLOYEES, DO NOT LISSERN. THEY DO NOT CARE. COUNCIL ONLY DOES INTIMATION. RUDE AND HAVE NO RESPECT. MINUS 10 STARS
- Councils need to go. State government needs to run council operations. Currently Councils are interfering with far too many issues away from the essential base services.
- Don't really notice the effects of the council either way, feel like it's the same as everywhere else
- Easy answer. Is web page will not allow a lower score than zero. In words, the satisfaction score is minus 10, maybe less. Nothing ever happens. Same old rubbish and excuses. From both councilors and the staff. Simple things are too difficult for you people.
- Have repeatedly asked council to repair/replace irrigation in Neighbourhood Reserve North and rejected due to finance reasons. Have asked council to cut back blue river gum alongside property. Leaves continually block gutters, drains and make a mess in my and adjoining property. I have to sweep leaves up every day. Tree type is totally inappropriate for city living.
- I don't believe that they are there for the residents
- I hate public toilets St Clair; I want community centre. These are unsafe!
- I have raised issues with the council. The girls on the phone are excellent. Follow up service leaves a great opportunity for better serv
- I think more can be done. I moved here from the city of Holdfast bay and saw so much that the council was doing for the community, which I don't see as much here.
- I've recently complained about a nuisance issue with no help provided by the council. I now have the prospect of a civil complaint when they could easily have stepped in and sorted out the problem.
- Mainly due to lack of support in addressing safety issues and supporting dry zones and no smoking areas
- Mentioned previously. Nothing will change.
- Really...! Don't get me started

- The hard rubbish issue. Not at all supportive of residents needs when moving out. And no compassion from the staff.
- To many councils in Adelaide.
- We recently moved from Port Adelaide Council area - they do a much better job maintaining council verges.

Q14: How strongly do you agree with the following statements?

Council statements n=857



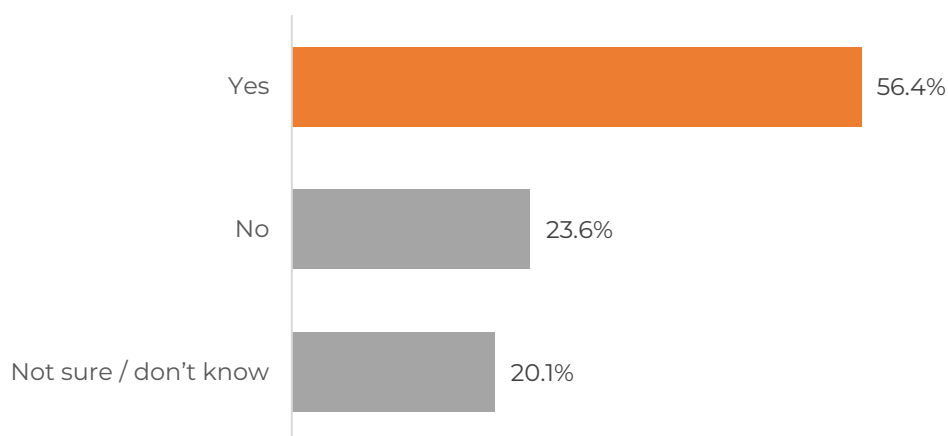
This year we added the statement Council is reliable and accountable so we cannot compare this, but we can with the other two statements.

	2021	2022	2024	2025
I value the services that Council provides	8.2	7.8	7.9	7.6
Council is reliable and accountable	-	-	-	6.3
Council provides good value for my rate dollar	7.0	6.5	6.1	6.1

General community sentiment has declined over the past 5 years as you can see with the table above. This coincides with overall greater scrutiny and higher consumer expectations across the local government sector.

Q15: Does the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

Does Council meet expectations n=857



Q16: Why doesn't the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

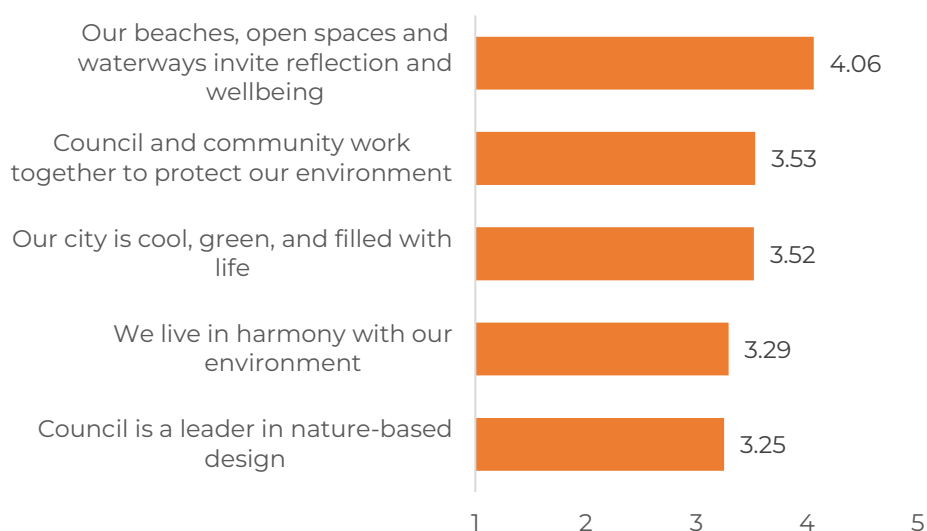
- Infrastructure / planning / waste management (76 comments)
- Environmental issues / sustainability / park and verge maintenance (41 comments)
- Lack of community engagement / inclusion (41 comments)
- Poor customer service / support (35 comments)
- See previous comment / N/A / not sure (32 comments)
- Misguided council priorities / decision making (30 comments)
- Rates / funding / money wasted (24 comments)
- Poor council performance / delivery (20 comments)
- Poor communication / publicity (14 comments)
- No accountability / council governance (6 comments)
- Other (7 comments)

Other comments

- Council is actively working to make my life more worse. I could list examples, but I guess you would just not read it, and if you did read it, then you would not fix or change anything. Horrible.
- I feel like there is lots available for older people and families but not for other adults that do not have children.
- I have not received a reply to an email regarding missing playground equipment and during spring CSC do not maintain verges as well as other council areas do. This suggests Charles Sturt Council can do better.
- I live in West Lakes, and it is total chaos with developers building multi storey apartments! They are taking forever, and trees are left dying. They cut down hundreds of trees. The area is overcrowded now and the SANFL are being allowed back in to build ANOTHER huge entertainment complex. Stop! Water the grass and trees. Collect the bins on time.
- No specific reason it's all just too woke and political
- Problems not remedied in the right manner (Footpaths etc). Too much emphasis on raajmahals like libraries with indigenous names. Libraries are obsolete now with internet etc
- Stop the climate change and welcome to country bullshit. Acknowledge Australia Day as our national day. Your views do not represent the majority

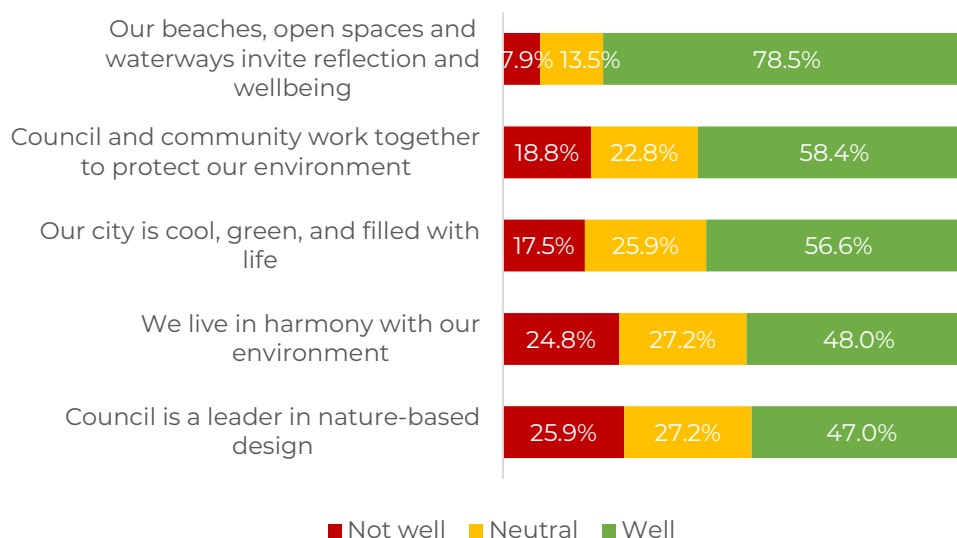
Q17: Now please rate the following on how well you think Council is performing in relation to valuing nature within the local area.

Performance of nature initiatives n=857



Beaches, open spaces and waterways inviting reflection and wellbeing scored the highest at 4.1 out of 5 with the other statements rating 3.5 or lower.

Performance of nature initiatives n=857



Those more likely to rate Our beaches, open spaces and waterways invite reflection and wellbeing higher than the average were those interviewed face to face, those aged 18-24 and 70-84 years, non-English speaking backgrounds, students, retirees and those in home duties, and those living in the Semaphore Park, Henley and Findon wards. Those more likely to rate this lower than the average were those interviewed on social media, those aged 25-34 and 85+ years, couple with no children households, unemployed and those living in Hindmarsh, Beverley and Woodville wards.

Those more likely to rate Council and community work together to protect our environment higher than the average were those interviewed face to face, females and non-binary, those aged 18-24 and 70-84 years, non-English speaking backgrounds, young family households, students, retirees and those living in the Henley and Findon wards. Those more likely to rate this lower than the average were those interviewed via social media and Qualtrics database, those aged 50-59 and 85+ years, unemployed, and those living in Hindmarsh and Woodville wards.

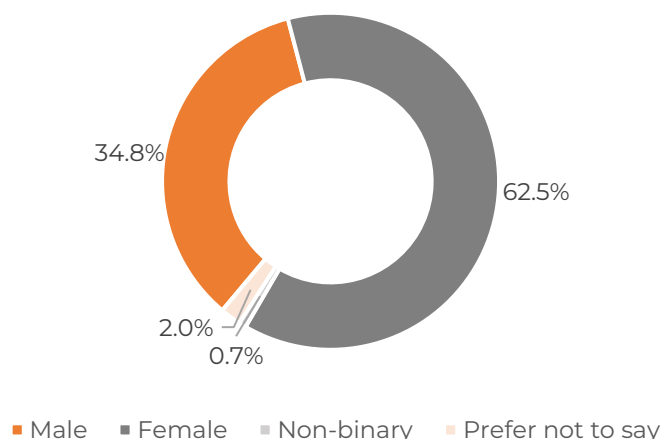
Those more likely to rate Our city is cool, green, and filled with life higher than the average were those interviewed face to face, non-binary, those aged 18-24 years, non-English speaking backgrounds, young family households, students, retirees, those in home duties and other employment and those living in Grange, Henley and Findon wards. Those more likely to rate this lower than the average were those interviewed via social media, Qualtrics and the website, males, those aged 50-59 and 85+ years, mature family households, and those living in Hindmarsh, Beverley, Woodville and West Woodville wards.

Those more likely to rate We live in harmony with our environment higher than the average were those interviewed face to face, non-binary, those aged 70+ years, non-English speaking backgrounds, single people, young family households, students, retirees, those in home duties and in other employment, and those living in Semaphore Park, Grange, Henley and Findon wards. Those more likely to rate this lower than the average were those interviewed via social media and Qualtrics database, males, those aged 50-59 years, mature family households, employed and unemployed and those living in Hindmarsh, Beverley, Woodville and West Woodville wards.

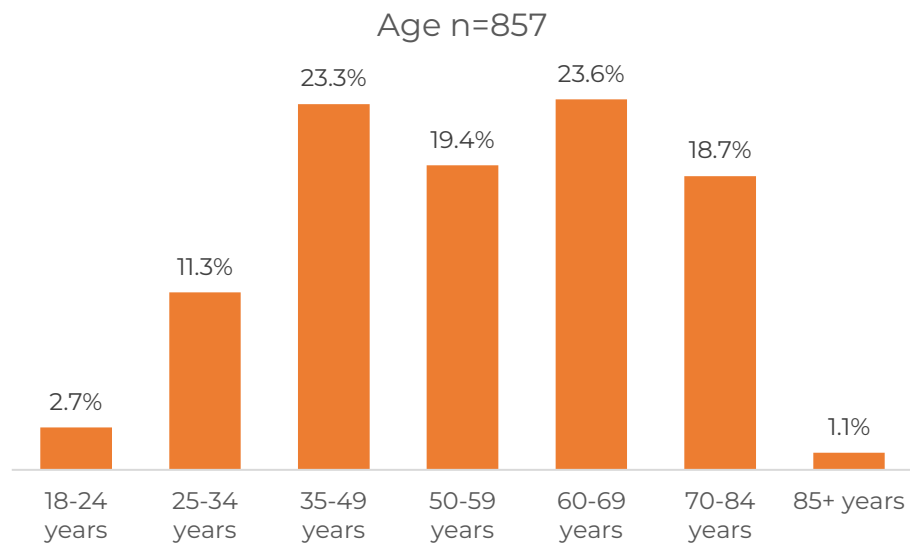
Those more likely to rate Council is a leader in nature-based design higher than the average were those interviewed face to face, females and non-binary, those aged 18-24 and 70+ years, non-English speaking backgrounds, single people and young family households, students, retirees, and those in home duties, and those living in Semaphore Park, Grange, Henley, and Findon wards. Those more likely to rate this lower than the average were those interviewed via social media and Qualtrics database, males, those aged 50-59 years, employed, unemployed and those living in Hindmarsh, Beverley, Woodville and West Woodville wards.

Q18: What is your gender?

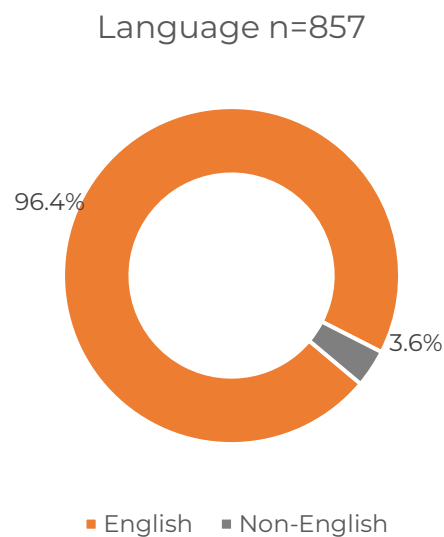
Gender n=857



Q19: What is your age bracket?



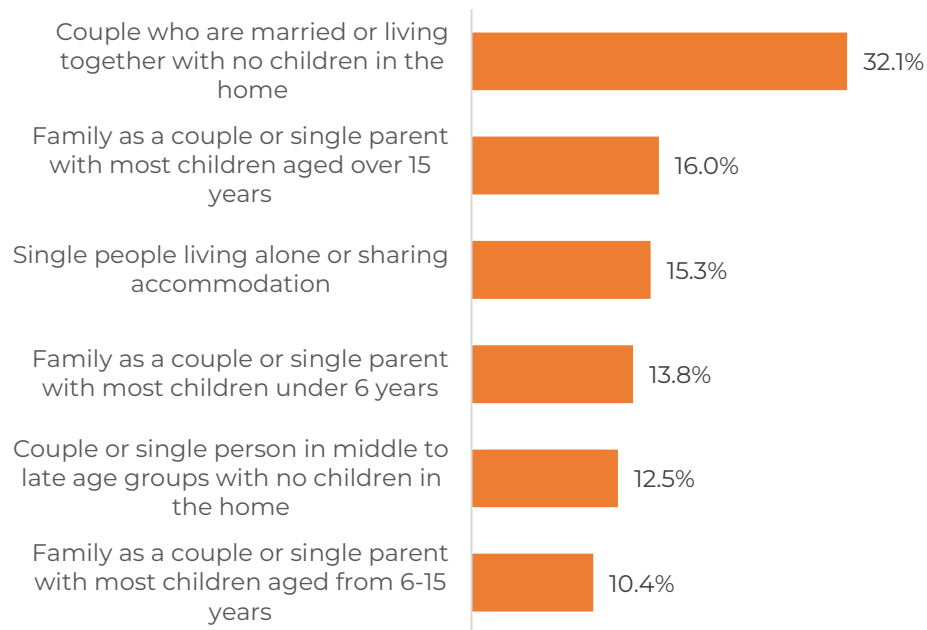
Q20: Which language do you mainly speak at home?



Most people interviewed speak English mainly at home. 4% do not.

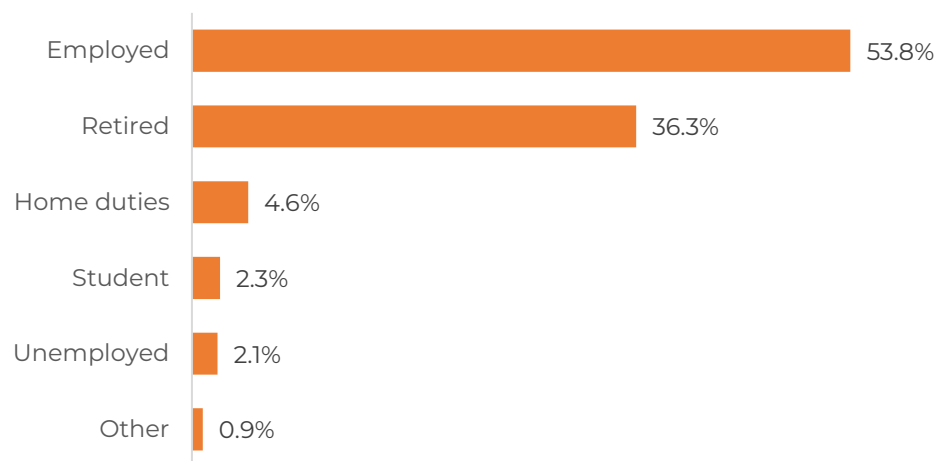
Q21: Which of the following best describes the household you live in?

Household structure n=857

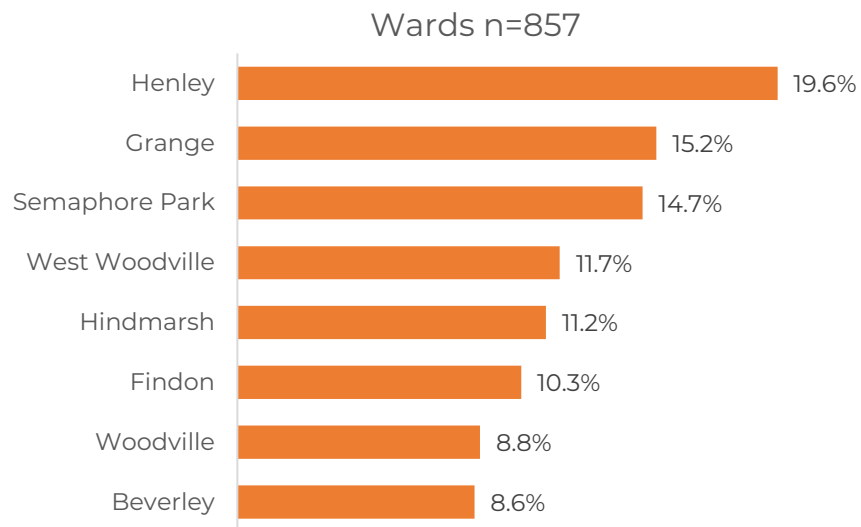


Q22: Which of the following describes your occupation?

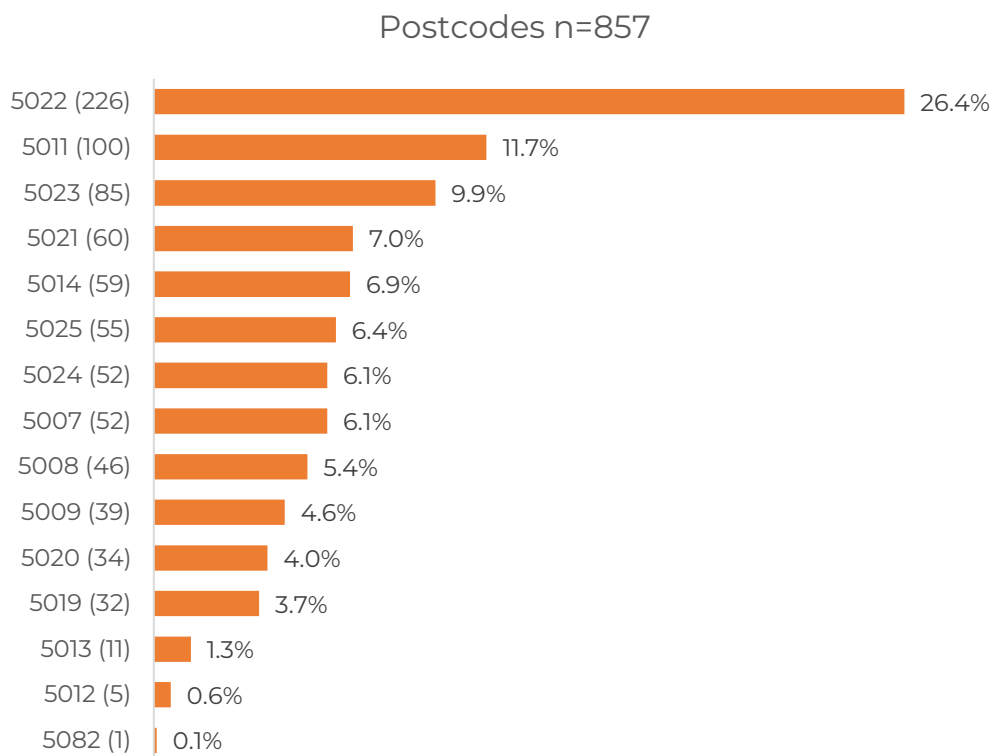
Employment n=857



Q23: What is your postcode / suburb?



We understand that Council is moving away from wards, but the frequency of postcode is just that. At least by grouping into wards we get a better understanding of their location and greater sample sizes to draw conclusions from.



5. Questionnaire

Introduction

The City of Charles Sturt has commissioned Intuito Market Research to conduct a study amongst residents to understand what residents think of various services, what's important and what residents think about Council's performance. The survey should take around 10 to 15 minutes to complete depending on your answers which will greatly help shape the future of Council's service delivery.

To thank you for providing your views, there is a chance to win one of four \$50 EFTPOS gift cards. Entry details and T&Cs of the draw are provided at the end of the survey. Your responses will be 100% anonymous and confidential.

The survey must be completed in one sitting, since you will not be able to access it at a later time.

We hope you enjoy completing this survey and thank you for your time!

Intuito Market Research abides by The Research Society's Privacy Code for Market and Social Research. All data gathered will be treated with the strictest confidentiality and will only be used for research purposes. Intuito is a member of The Research Society and works to the highest privacy standards. Any personal identification won't be tied to your answers and therefore none of your answers can be attributed to you as an individual rather they are aggregated statistics only.

Q1: Do you live in the City of Charles Sturt?

- ☐ Yes
- ☐ No (disqualify)

Q2: How **important** do you believe it is for your Council to provide each of the following services? *Please rate on a scale of 0 to 10, where 0 is not important at all and 10 is extremely important.*

Not important at all 0 1 2 3 4 5 6 7 8 9 10 Extremely important

- ☐ Libraries / community centres
- ☐ Cultural experiences / events
- ☐ Community education and programs
- ☐ Accessibility
- ☐ Sporting clubs
- ☐ Playgrounds / parks / reserves / playing fields / open spaces / beach
- ☐ Local roads / road upgrades
- ☐ Footpaths / shared use paths / options to improve walkability
- ☐ Stormwater management
- ☐ Public lighting
- ☐ Environmental protection (reducing carbon emissions, increasing tree canopy, etc.)
- ☐ Waste collecting and management
- ☐ Business support programs

Q3: How would you **rate** the same local Council services provided by the City of Charles Sturt Council? *Please rate on a scale of 0 to 10, where 0 is poor and 10 is excellent.*

Poor											Excellent
0	1	2	3	4	5	6	7	8	9	10	N/A

- Libraries / community centres
- Cultural experiences / events
- Community education and programs
- Accessibility
- Sporting clubs
- Playgrounds / parks / reserves / playing fields / open spaces / beach
- Local roads / road upgrades
- Footpaths / shared use paths / options to improve walkability
- Stormwater management
- Public lighting
- Environmental protection (reducing carbon emissions, increasing tree canopy, etc.)
- Waste collecting and management
- Business support programs

Q4: Please tell us why you think the services that you rated 5 or less are not more highly rated. As a reminder, these are your responses from the last question: *<insert previous question answers as a reminder>*

Q5: Which of the following Council services have you used in the last year? *Please choose all that apply. (randomised)*

- ☐ Dog parks
- ☐ Business support programs
- ☐ Community education programs
- ☐ Cultural experiences / events
- ☐ Off road walking and cycling paths (like Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)
- ☐ Playgrounds / parks / reserves / playing fields / open spaces / beach
- ☐ Public conveniences / toilets
- ☐ Public litter bins
- ☐ Recycled water system
- ☐ Street trees, planting, and pruning
- ☐ None of the above
- ☐ Other (please specify) _____

Q6: How safe do you feel in the following environments? *Please rate on a scale of 0 to 10, where 0 is not at all safe and 10 is extremely safe.*

Not at all safe											Extremely Safe
0	1	2	3	4	5	6	7	8	9	10	Don't know

- At home during the day
- At home during the night
- Out in your neighbourhood during the day

- Out in your neighbourhood during the night
- Out in public places during the day
- Out in public places at night

Q7: Please tell us why you felt unsafe in one or more of the previous questions options by rating them 5 or less? As a reminder, these are your responses from the last question: *<insert previous question answers as a reminder>*

Q8: How likely would you be to recommend living in the City of Charles Sturt to family, friends and colleagues? *Please rate on a scale of 0 to 10 where 0 is not likely at all and 10 is extremely likely?*

Not likely at all
0 1 2 3 4 5 6 7 8 9 10
Extremely likely

Q9: How would you rate each of the following statements? *Please rate on a scale of 1 to 5, where 1 is poor and 5 is excellent.*

Poor
1 2 3 4 5 Excellent
Don't know

- City of Charles Sturt is environmentally green
- The City of Charles Sturt is a great place to live
- The City of Charles Sturt offers services and support when I need it (i.e. internet access, etc.)
- The City of Charles Sturt acknowledges and embraces our Kaurana and First Nations history
- The City of Charles Sturt is an inclusive and safe place for all people
- I am satisfied with the services and programs provided by the City of Charles Sturt
- I always feel that I can have a say in my local community
- The City of Charles Sturt is a place of opportunity for businesses
- The City of Charles Sturt is culturally rich and offers diverse experiences
- There is always a lot for me to do in my community

Q10: How strongly do you agree or disagree that the City of Charles Sturt should be responsible for the following services, facilities or initiatives? *Please rate on a scale of 0 to 10 where 0 is strongly disagree and 10 is strongly agree.*

Strongly disagree
0 1 2 3 4 5 6 7 8 9 10 Strongly agree
Don't know

- Providing and coordinating public services and facilities
- Encouraging and developing initiatives to improve quality of life
- Advocating for the interests of the local area to the wider community
- Creating and delivering on climate change initiatives locally

Not at all Extremely well
1 2 3 4 5

- Q12: How would you rate your satisfaction with Council's overall performance? *Please rate on a scale of 0 to 10, where 0 is not at all satisfied and 10 is very satisfied.*

Q13: Why did you rate Council's performance only (question will only show if rating is 5 or less)?

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Totally disagree										Totally agree	
0	1	2	3	4	5	6	7	8	9	10	N/A

- Q15: Does the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

- Q16: Why doesn't the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

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Performing poorly				Performing well	
1	2	3	4	5	Don't know/not sure

-
- Home duties
 - Other (please specify) _____

Q23: What is your postcode / suburb?

- 5007 Bowden
- 5007 Brompton
- 5007 Hindmarsh
- 5007 Welland
- 5007 West Hindmarsh
- 5008 Croydon
- 5008 Devon Park
- 5008 Renown Park
- 5008 Ridleyton
- 5008 West Croydon
- 5008 Allenby Gardens
- 5008 Beverley
- 5008 Kilkeny
- 5011 Woodville
- 5011 Woodville Park
- 5011 Woodville South
- 5011 Woodville West
- 5012 Athol Park
- 5012 Woodville North
- 5013 Pennington
- 5014 Albert Park
- 5014 Cheltenham
- 5014 Hendon
- 5014 Royal Park
- 5019 Semaphore Park
- 5020 West Lakes Shore
- 5021 West Lakes
- 5022 Grange
- 5022 Henley Beach
- 5022 Henley Beach South
- 5022 Tennyson
- 5023 Findon
- 5023 Grange
- 5023 Seaton
- 5024 Fulham Gardens
- 5024 West Beach
- 5025 Flinders Park
- 5025 Kidman Park
- 5082 Ovingham

Q24: For a chance to enter the draw to win one of four \$50 EFTPOS gift cards please provide your contact details below. Please note your contact details will be separated from your survey responses to ensure your responses remain completely confidential.

Name _____
Email Address _____
Phone _____

Terms and Conditions

Entry into the Win a \$50 EFTPOS Gift Card draw is by completion of the resident survey. Entries open Monday the 24th of February 2025 and closes at 10am on Friday the 28th of March 2025. The draw for the \$50 EFTPOS cards will take place on Monday the 31st of March 2025 at 9am. All entries will be via this survey. All entries will be automatically logged in to a database of entries and assigned a number from 1 to x, where x is the total number of entries received to date. Four random numbers between 1 and x will then be generated using the random number generator at www.random.org. The number generated will be matched to the corresponding numbers in the database of entries and these entries will be deemed the winners. The total prize pool is \$200. The winners will be notified personally by email or phone. Prizes will be sent to the winner's nominated address via their preferred method. Insurance is at the winner's discretion and cost.